

# Hotel Internet SERVICES

Keeping People Connected™

## Installation Spotlight

### Radisson Hotel Fort Worth North-Fossil Creek

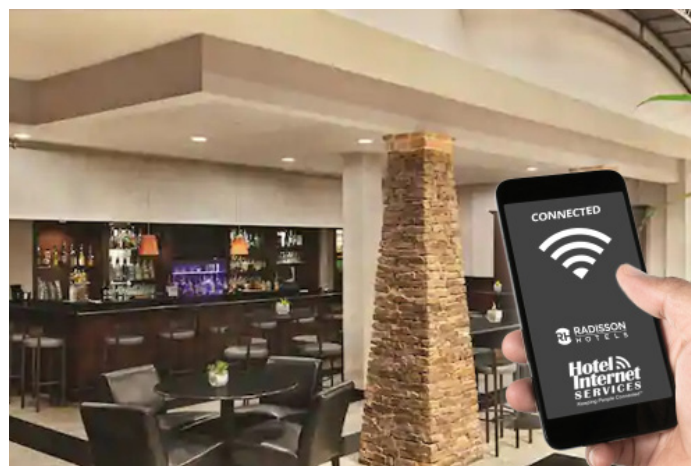


## Introduction

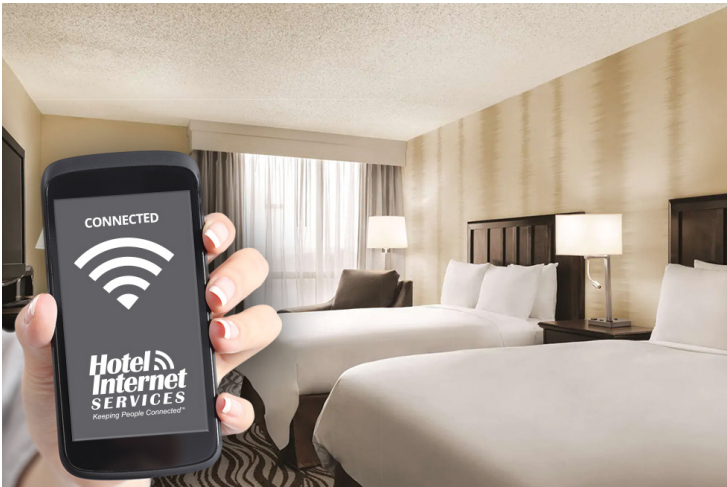
Ideally situated close to Fort Worth's top business parks, Radisson Hotel Fort Worth North-Fossil Creek is recognized as being within the top 10 largest hotel locations within the city. Recently undergoing a renovation for its 247 rooms, the property ensures that every guest need and perception of comfort can be fully accommodated. Enticing hotel amenities include granite showers in guestrooms, a heated swimming pool, a bar and a nightclub as well as several on-site dining options. The hotel further seeks to cater to the latest online connectivity and guestroom entertainment demands with free Wi-Fi access and a range of television viewing options that include HBO and ESPN.

## Challenge

Previously experiencing poor internet connections and Wi-Fi dead zones within certain areas of the hotel, Radisson Fort Worth North-Fossil Creek recognized an immediate need to update its network infrastructure in order to address the priority that guests place on obtaining a fast and responsive online experience. Yet understanding the intense resource strains that could be placed on a hotel's Wi-Fi services due to the number of guests attempting to simultaneously connect, property leadership sought out a reputable provider with the technology and experience needed to implement an advanced network that could guarantee a seamless online connection for each guest throughout all areas of the hotel.



In working with HIS to implement the upgrade, hotel leadership was able to leverage the company's many years of expertise in addressing hospitality-focused connectivity issues to ultimately ensure a strong and reliable Wi-Fi signal that could accommodate a multitude of guest devices simultaneously. This was achieved with HIS technicians implementing state-of-the-art Ruckus access points. These were utilized to ensure high-performance connectivity regardless of a guest's location within the hotel, what they are attempting to access or perform online or the number of devices connected to the network.



*“A hotel's reputation and its ability to provide a satisfactory experience is increasingly being defined by the quality of guest Wi-Fi services, so it is essential that properties work with a reputable provider such as HIS to ensure that this vital need is fully addressed,” says Rick Harrison, General Manager at Radisson Fort Worth North-Fossil Creek. “Hotel Internet Services not only stands apart in being able to provide the necessary technology to meet the highest guest expectations, but its commitment to exceptional customer service also ensures that we remain fully informed on how our network is performing, along with the*

*ability to receive immediate assistance the moment that any issue arises.*

Able to access HIS support services on a 24/7 basis, Radisson Fort Worth North-Fossil Creek guests are able to swiftly resolve an array of potential troubleshooting issues that may surface when attempting to use the Wi-Fi service. This includes providing Wi-Fi card driver assistance for guest devices experiencing issues, as well as any difficulties with guests in overcoming issues with accessing email accounts or in setting up a virtual private network connection.

## Project Requirements

- Implement a Wi-Fi upgrade capable of eliminating previous poor connection and signal dead zone issues while ensuring that all guests receive a fast online experience regardless of the number of devices connected.
- Ensure the ability to swiftly resolve any guest Wi-Fi issues to prevent any reduction in satisfaction.

## Solution

- Install state-of-the-art Ruckus access point technology in strategic areas to ensure high-performance online connectivity within all hotel areas.
- Provide guests with access to HIS' 24/7 support services so that any connectivity or online troubleshooting issue can be quickly identified and corrected by industry-leading experts.



**Ruckus**  
Simply Better Wireless.

